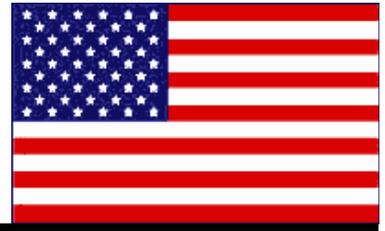




PORTLAND VA MEDICAL CENTER

Portland, Oregon Division
 Vancouver, Washington Division
 Community Based Outpatient Clinics
 Salem, OR Bend, OR
 Camp Rilea (Warrenton, OR)



NOTICE OF VACANCY

<p>1. <u>Announcement Number</u></p> <p>MP-09-0052-JB</p>	<p>2. <u>Title, Series, Grade, Salary</u></p> <p>Program Support Assistant (01055A) GS-303-6 \$34,756 to \$45,185 per annum (Based on full-time employment)</p>	<p>3. <u>Tour of Duty</u></p> <p>7:30am to 4pm M-F</p>	<p>4. <u>Duty Station</u></p> <p>Physical Medicine & Rehab Service, Rehabilitation & Long Term Care Division Portland Division</p>
<p>5. <u>Type & Number of Vacancies</u></p> <p>Permanent 1 Full-time position</p>	<p>6. <u>Contact</u></p> <p>Human Resources Assistant 503-220-8262 x 57317</p>	<p>7. <u>Opening Date</u></p> <p>11/10/08</p>	<p>8. <u>Closing Date</u></p> <p>11/24/08</p>

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 employees and permanent Title 38 Hybrid employees of the Portland VA Medical Center eligible under the interchange Agreement. Included are permanent employees of the Willamette National Cemetery, Regional Office, Veterans Outreach Center and Veteran's Canteen.

MAJOR DUTIES:

The incumbent serves as the primary administrative support assistant for the clinics in the Portland VA Medical Center's Physical Medicine & Rehabilitation Service (PM&RS), and provides clerical and administrative support to the PM&RS Business manager and Clinical Program Manager. Incumbent is responsible for scheduling patient appointments, obtaining patient medical records, checking patients in and out of clinics, and transcribing orders for future patient care requirements. Is responsible for maintaining statistical information regarding PM&RS clinic activities, which can be used for quality improvement activities such as researching missing records, and flagging unusual forms for further review. Incumbent serves as alternate timekeeper for PM&RS.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-303 series applies and may be reviewed in the Human Resources Management Service office.

Specialized Experience: One (1) year of specialized experience equivalent to the next lower grade. Experience must have equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position and that are typically in or related to the work of the position. To be creditable, specialized experience must have been equivalent to at least the next lower grade level.

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors will result in applicant not being referred for the position:

1. Knowledge of the rules and regulations governing scheduling patients and timekeeping process.
2. Ability to utilize various computer programs such as Microsoft Word, Excel, PowerPoint, CPRS and VISTA.
3. Ability to effectively communicate, both verbally and written, with patients, families, staff, other government officials, general public and professional personnel over the telephone, electronic mail and in person.
4. Skill in balancing the needs, requests and priorities of a large and diverse group of professionals in a tactful and positive manner while working towards meeting overall program goals.

CONDITIONS OF EMPLOYMENT:

Applicants without prior federal service will be appointed at step one of the grade

Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future

Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very limited circumstances where there are no qualified citizens available for the position.

(Continued on next page)

A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reasons an offer of employment may be denied.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis

The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

Portland VAMC Permanent employees must submit:

1. [VAF 4078, Application for Promotion or Reassignment Close of Business \(COB\) on 11/24/08](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement \(due 12/1/08\)](#)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended. **(due 12/1/08)**
4. MPQ – Merit Promotion Questionnaire is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF

All application packets must be received in Human Resources by Close of Business (COB) on 11/24/08.

Application forms may be obtained in Human Resources Office or on our external website

<http://www.visn20.med.va.gov/Portland/mc/hr>

Applications may be mailed to:

Portland VA Medical Center, P4HRMS

Attn: MP-09-0052-JB

PO Box 1034

Portland, OR 97207

Or brought in person to:

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**